



PSC NEWS

Missouri Public Service Commission

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PSC SAVES CONSUMERS OVER \$361,000 IN FISCAL YEAR

Jefferson City (October 10, 2002)---Through the efforts of the Public Service Commission and its Consumer Services Department, Missouri consumers saved more than \$361,000 during the fiscal year which ended on June 30, 2002. The Commission released this information in conjunction with **National Customer Services Week (October 7-11)**.

Over the past six years, the efforts of the PSC Consumer Services Department Staff have resulted in **over \$1.3 million dollars in savings to Missouri consumers**.

“The PSC’s Consumer Service Department continues to do an outstanding job of working with Missouri consumers and those utility companies under our jurisdiction to try and resolve disputes,” stated PSC Chairman Kelvin Simmons. “The PSC has regulatory control over utilities but we also serve an important role in protecting the consumer; ensuring a customer is only charged for the service they receive. Our toll-free hotline number also allows consumers to report utility problems and our staff works diligently to try and resolve those issues,” stated Chairman Simmons.

When a customer has a problem with their bill or with their service, they should contact the utility company and try to resolve the dispute. If they are unable to resolve their differences through contact with the utility, customers are encouraged to contact the Missouri Public Service Commission at our toll-free hotline number 1-800-392-4211.

The Consumer Services Department handled more than 9,000 complaints and inquiries in fiscal year 2002. The Commission Staff handled an additional 5,000 miscellaneous calls from consumers.